

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ORIGINAL

ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM



0000142383

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108511

Date: 2/13/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission
DOCKETED

FEB 15 2013

Complaint By: First: Last:
THE WILLOW VALLE BOARD

Account Name: THE WILLOW VALLEY BOARD

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Pho:

Nature of Complaint:

*****DOCKET NO'S W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****

OPPOSE RATE CASE

SUBJECT: WILLOW VALLEY WATER RATES

DEAR:

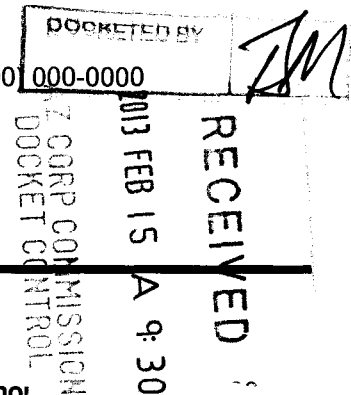
The Community of Willow Valley has 1600 members that are customers of Global Water of Phoenix, Arizona. On November, 14, 2010, the community members petitioned the Board of Willow Valley to inquire as to why the excessive raise of water rates by Global Water.

The Willow Valley Board would like the Arizona Corporate Commission to revisit the rate changes and hold a community meeting as to why the excessive rates changes.

The main issue is the "Tier System" that was implemented in August of 2010. The Tier System multiplied the cost of water excessively. Along with the Tier System Global Water also implemented an increase on the cost of water consumption, a twenty five -thirty five day pay scale, and with the installed new meters the basic cost and consumption also increased.

Global Water held two meetings explaining infrastructure, but never addressed rate increases or the Tier System. Global Water costs are minimal compared to other Water systems. Global Water does not pay for water and water is available at twelve to fifteen feet. They have improved infrastructure but not the actual treatment of the water. The Tier System, six levels, is excessive as Willow Valley is residential, mainly retired or part time vacationers, it is not industrial.

Willow Valley does not dispute the minimal raise in the water rates. Willow Valley does feel the Arizona Corporation Commission needs to revisit the extreme rate change in the cost of water the Tier System, with a



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

twenty-five-thirty-five billing, has caused the residence of Willow Valley.

SINCERELY
THE WILLOW VALLEY BOARD
Who Contact
Address phone number

ENCLOSURE:
I WOULD PUT THE ENCLOSURE SENT WITH OUR October statement.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 2/13/2013

Opinion No. 2013 - 108511
